



## To File A Complaint...

*You must include the following information:*

- Your name, address and telephone number
- Name and address of the institution you believe discriminated against you
- How, why and when you felt discriminated against (include names, dates and as much background information as possible)
- Your Title VI complaint must be in written form, signed and filed within 180 days from the date of the alleged discrimination. This complaint may be filed by an individual, a class, or by a third party (friend, attorney, relative, etc.). If the complaint is submitted by a third party, their relationship to the applicant must be included.

## Send Your Title VI Complaint...

To the local DHS Area Manager. Your county's DHS office will have the name and address. If you can not determine where to send your complaint or the appropriate Area Manager, you may send your complaint to:

DHS Title VI Coordinator: 400 Deaderick Street, Citizens Plaza Building, 3rd Floor, Nashville, TN 37248-2000.

Complaints may also be filed with the Regional Civil Rights Manager at: U.S. Department of Health and Human Services, Office for Civil Rights, 61 Forsyth Street, SW, Suite 3B70, Atlanta, GA 30303, 1-800-368-1019 or (404) 562-7886. For the hearing impaired, 1-800-537-7697. To file a complaint of discrimination with the USDA, write to USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410, or call (202)720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

If you feel you have received unsatisfactory service as a result of your claim against a DHS employee or contractor, please contact the DHS Title VI Coordinator immediately. (615) 313-4748 V/TTY (1-800-270-1349)



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# Your Rights Under Title VI



## The Civil Rights Act of 1964

### Mission

*We provide a quality system of human services to meet the changing needs of individuals and families in Tennessee.*

*We protect the vulnerable and enable our customers to achieve self-sufficiency and to improve their quality of life.*

TENNESSEE DEPARTMENT OF  
HUMAN SERVICES



*Helping shape Tennessee lives.*





*“Simple justice requires that public funds, to which all taxpayers of all races contribute, not be spent in any fashion which encourages, entrenches, subsidizes, or results in racial discrimination.”*

*President John F. Kennedy, in his message calling for the enactment of Title VI, 1963*

## What Title VI Is

A Federal law, which is part of the Civil Rights Act of 1964 that protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive Federal financial assistance. It is illegal for any division or contractor affiliated with the Tennessee Department of Human Services to withhold or refuse benefits, services, or funding based on race, color, or national origin. Household income level or resources may affect participation in some DHS benefit programs. Certain programs may also require evidence of citizenship for eligibility.

## What Title VI Covers

All programs, benefits, grants and services provided by DHS, which are federally funded. All 95 county offices and DHS contractors in Tennessee are bound by this Federal law.

## What is Federal Financial Assistance?

It is not limited to cash assistance or grant awards, but any aid that enhances the ability to improve the quality of life for DHS customers. Therefore, any service or assistance provided by DHS or its contractors that utilizes Federal funds must comply with the Title VI Act.

## Title VI...

- Prohibits DHS or its contractors from denying an individual any service, financial aid, or other benefit on the basis of race, color, or national origin.
- Prohibits segregation or separate treatment in any manner related to receiving program services or benefits.
- Prohibits requiring different standards or conditions as prerequisites for certain groups to receive service.
- Prohibits discriminatory activity in DHS offices.
- Encourages the participation of minorities as members of planning or advisory bodies for programs receiving federal funds.
- Requires DHS to notify the eligible population about applicable programs.
- Requires DHS to provide information and services to non-English speaking applicants.
- Prohibits locating facilities in any way that would prevent access to programs or assistance.

